

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

January 17, 2007

Refer to AG No.: 200619503
Web No.: cp62os930e

FORD MOTOR COMPANY
16800 EXECUTIVE PLAZA DR
MAIL DROP NUMBER 3 NE-B, STE 331
DEARBORN MI 48126

CL-10181644-8083

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be recontacting you regarding this matter.

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

Enc.

1166

c: US Department of Transportation
National Highway Traffic Safety Adm.

mw
2/2/07
cc

CP INTERNET WEB COMPLAINT

Date Received: 12/27/2006

CP No. 200619503

Internet ID No. cp62os930e

Present Status: Open

Consumer Information

Name [REDACTED]
Address [REDACTED]
City, State, Zip CONCORD MI [REDACTED]
County JACKSON
Home Phone No. [REDACTED] Work Phone No. [REDACTED]

Primary Company Complained Against

Name FORD MOTOR COMPANY
Address P.O. BOX 1304
City, State, Zip DEARBORN MI 48121
County WAYNE
Company Ph No. [REDACTED] Company Fax No. [REDACTED]
Company Email [REDACTED]
Company Website [REDACTED]

Secondary Company Complained Against

Name [REDACTED]
Address [REDACTED]
City, State, Zip [REDACTED] [REDACTED] [REDACTED]
Company Ph No. [REDACTED] Company Fax No. [REDACTED]
Company Email [REDACTED]

Complaint Information

Did you sign a contract? n Y = Yes N = No

Where did you sign this contract?

[REDACTED]

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: 2003 MERCURY MOUTAINEER

VIN No.: [REDACTED]

Is there additional documentation being forwarded?

How? [REDACTED]

IN _____

Complaint Detail Information

My curtain airbags deployed for no reason while driving 45 mph. Ford was contacted and refuses to cover any repair expense since the vehicle has over 50,000 miles on it. Ford's safety equipment warranty expires at 50,000 miles.

I would like the airbags replaced and an explanation of why they deployed.

Thank You,
